

OMBUDSPERSON (53)

AGENCY PLAN: STATEMENT OF PURPOSE, GOALS AND BUDGET SUMMARY

STATEMENT OF PURPOSE:

The Office of the Ombudsperson serves the people by investigating and seeking to resolve complaints against departments and agencies of City government.

AGENCY GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error and omission have decreased confidence in government.
3. Investigate inadequate, archaic or inequitable ordinances, policies not consistently applied, and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

AGENCY FINANCIAL SUMMARY:

2008-09 <u>Requested</u>		2007-08 <u>Budget</u>	2008-09 <u>Recommended</u>	Increase (Decrease)
\$ 1,548,210	City Appropriations	\$ 1,391,707	\$ 1,360,904	\$ (30,803)
\$ 1,548,210	Total Appropriations	\$ 1,391,707	\$ 1,360,904	\$ (30,803)
\$ 1,548,210	NET TAX COST:	\$ 1,391,707	<u>\$ 1,360,904</u>	\$ (30,803)

AGENCY EMPLOYEE STATISTICS:

2008-09 <u>Requested</u>		2007-08 <u>Budget</u>	04-04-08 <u>Actual</u>	2008-09 <u>Recommended</u>	Increase (Decrease)
<u>11</u>	City Positions	<u>10</u>	<u>10</u>	<u>10</u>	<u>0</u>
11	Total Positions	10	10	10	0

ACTIVITIES IN THIS AGENCY:

	2007-08 <u>Budget</u>	2008-09 <u>Recommended</u>	Increase (Decrease)
Investigation of Complaints	\$ 1,391,707	\$ 1,360,904	\$ (30,803)
Total Appropriations	\$ 1,391,707	\$ 1,360,904	\$ (30,803)

OMBUDSPERSON (53)

INVESTIGATION OF COMPLAINTS ACTIVITY INFORMATION

ACTIVITY DESCRIPTION: INVESTIGATION OF COMPLAINTS

The Office of the Ombudsperson is mandated by the Detroit City Council to receive, investigate, mediate, and resolve citizen complaints against City government, including any action, decision, recommendation, practice, or procedure of any agency. Historically, the agency also reviews investigations and hearings of City agencies with subpoena power to determine if operations were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information, referrals, assistance, and recommendations for alternative action when citizens complaints do not fall within the jurisdiction of services provided by the City of Detroit.

GOALS:

1. Capable, customer-friendly intake staff working efficiently and effectively to prioritize inquiries and respond to complaints.
2. Maintain independence and function as an impartial entity that reports findings and makes recommendations.
3. Ensure confidentiality and use of discretion to keep confidential or release information related to a complaint or investigation.
4. Ensure accessibility to the Office of the Ombudsperson through a comprehensive community outreach program.

MAJOR INITIATIVES FOR FY 2007-08:

Authorized by the Charter with the responsibility to investigate and remedy complaints from citizens, the Office of the Ombudsman must communicate with citizens and use all tools and resources to connect with them. Therefore, technology and outreach continue to be the focus until new hardware is obtained and upgrades are completed. The identification, development, and implementation of new software applications are crucial to communications with residents, i.e., phones, fax, e-mail, and a well-maintained Web site.

In addition, technology will be used to implement new reporting procedures to track complaints and document progress in a consistent manner that is also quantifiable. This data will be distributed through written materials and e-mail broadcasts to City Council members and the Administration. Ideally, recommendations made by the agency will address allocation of resources and spending in order to pinpoint where tax dollars are dedicated and spent.

Outreach continues to be a major endeavor to ensure that the lines of communications are open between residents and the Office of the Ombudsman. Staff will work cooperatively with community groups, businesses, and faith-based organizations to increase the level of awareness within the community. Outreach campaigns will be planned and executed on a regular basis.

PLANNING FOR THE FUTURE FOR FY 2008-09, FY 2009-10 and BEYOND:

Our goal is to increase the number of calls received by the Office of the Ombudsman and decrease the number of complaints that are filed by City Council. Using technology and conducting community outreach programs, we expect to fully comply with the City Charter provisions and become the first destination for citizens' inquiries.

OMBUDSPERSON (53)

INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS

Type of Performance Measure:	2005-06	2006-07	2007-08	2008-09
List of Measures	Actual	Actual	Projection	Target
Outputs: Units of Activity directed towards Goals				
Citizen complaints and information requests	3,600	5,000	13,000	21,000
Activity Costs	\$1,015,417	\$1,014,957	\$1,391,707	\$1,360,904

CITY OF DETROIT
Ombudsperson
Financial Detail by Appropriation and Organization

Ombudsperson Investigation of Complaint	2007-08 Redbook		2008-09 Dept Final Request		2008-09 Mayor's Budget Rec	
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
Investigation of Complaints						
<i>APPROPRIATION</i>						
<i>ORGANIZATION</i>						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Com	10	\$1,391,707	11	\$1,548,210	10	\$1,360,904
APPROPRIATION TOTAL	10	\$1,391,707	11	\$1,548,210	10	\$1,360,904
ACTIVITY TOTAL	10	\$1,391,707	11	\$1,548,210	10	\$1,360,904

CITY OF DETROIT
Budget Development for FY 2008-2009
Appropriations - Summary Objects

	2007-08	2008-09	2008-09
	Redbook	Dept Final	Mayor's
		Request	Budget Rec
AC0553 - Investigation of Complaints			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	749,893	800,591	752,591
EMPBENESL - Employee Benefi	490,257	522,404	467,009
PROFSVCSL - Professional/Cont	50,000	130,000	50,000
OPERSUPSL - Operating Supplie	3,000	4,739	4,500
OPERSVCSL - Operating Service	86,371	75,963	76,569
CAPEQUPSL - Capital Equipmen	2,208	6,735	1,000
OTHEXPSSL - Other Expenses	9,200	7,000	9,235
FIXEDCHGSL - Fixed Charges	778	778	0
<i>A53000 - Ombudsperson</i>	<i>1,391,707</i>	<i>1,548,210</i>	<i>1,360,904</i>
AC0553 - Investigation of Complaints	1,391,707	1,548,210	1,360,904
Grand Total	1,391,707	1,548,210	1,360,904

**CITY OF DETROIT
MAYOR'S 2008-2009 RECOMMENDED BUDGET**

Ombudsperson

Appropriation	REDBOOK FY 2007	DEPT REQUEST	MAYORS FY 2008
Organization	2008 FTE	FY 2008 2009 FTE	2009 FTE
Classification			
00182 - Investigation of Complaints			
530010 - Ombudsperson Investigation of Cor			
City Ombudsman	1	1	1
Deputy City Ombudsman	1	1	1
Assistant Ombudsman - GD IV	2	2	2
Assistant Ombudsman - GD III	2	2	2
Assistant Ombudsman - GD II	1	1	1
Assistant Ombudsman - GD I	2	3	2
Executive Secretary III	1	1	1
Total Ombudsperson Investigation of Compla	10	11	10
Total Investigation of Complaints	10	11	10
Agency Total	10	11	10